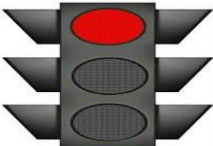
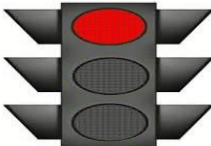


Clients obtaining an increase in emp income and/or benefits Community Services

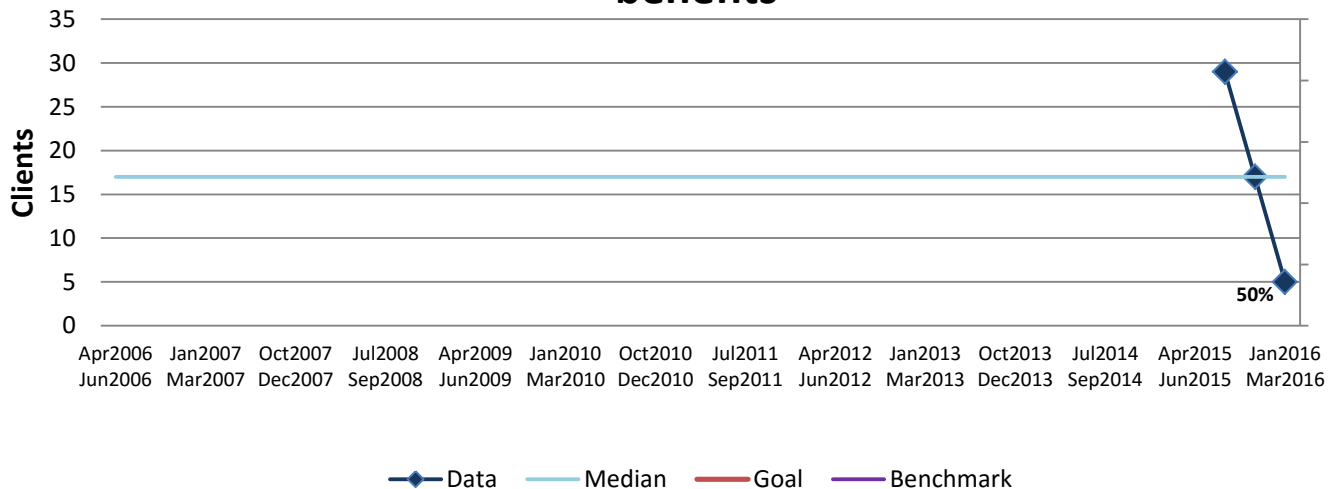


KPI Owner: Tina Lentz

Process: Increase Household Financial Stability

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 30 clients first quarter dept-wide Goal: 75 clients increase employment income/benefits Benchmark: TBD		Data Source: CSBG SPP Report Goal Source: CSBG / Strat Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Automated Castinet report of SPP Report goal 1.1.C, based on worker NPI entries Why Measure: CSBG requirement & strat plan goal Next Improvement Step: Validate the problem		
How Are We Doing?					
Sep2015-Mar2016 Goal	Sep2015-Mar2016 Actual		Jan2016-Mar2016 Goal	Jan2016-Mar2016 Actual	
75	51		75	5	
Clients	Clients		Clients	Clients	

Clients obtaining an increase in emp income and/or benefits



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.